



RECEIVED

OCT 23 2014

10/18/14

STATE OF MISSOURI
DEPARTMENT OF CORRECTIONS
INFORMAL RESOLUTION REQUEST

INSTITUTION USE ONLY ☐ EMERGENCY COMPLAINT

OFFENDER NAME <i>Raybourn Connie</i>		DOC NUMBER 1166670-2B-205	
DATE STAFF RECEIVED IRR 10-21-14	COMPLAINT NUMBER 14-363	CATEGORY 5	HOUSING UNIT 2B

COMPLAINT - ONE ISSUE - BE SPECIFIC

- Knowing failure of Medical staff at WERDCC to administer prescribed medication; - Recommendation from oncologist not followed; - DOC Medical's denial, delay of, and intentional interference w/treatment; - Infliction of pain.

STATE YOUR PROBLEM BRIEFLY

Please see attached.

ACTION REQUESTED: STATE REMEDIES YOU ARE SEEKING

Use of Leunasta instead of Granix to rebuild white blood cell count, as recommended by oncologist. Eliminate pain of 5 or 6 daily injections of Granix by giving only one injection of Leunasta. Hernia repair.

DISCUSSION OF COMPLAINT (SUMMARIZE RESULTS OF MEETING)

11/24/14 - Staffer Granix is not working - missed 6 chemo tx - wants Neulasta
- all labs to be sent out STAT to consistent lab processing center
- 2 granix shots & chemo & 4 shots of Granix p chemo
- Want white to Van Scott, hats, 2 gloves as recommended
All lab work sent STAT to AMC for quick results

☐ IRR RESOLVED BY DISCUSSION/WITHDRAWN

☒ IRR NOT RESOLVED BY DISCUSSION

OFFENDER SIGNATURE <i>Connie Raybourn</i>	DATE 11-24-14	STAFF SIGNATURE	DATE
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STAFF FINDINGS/RESPONSE *same as response*

Correction: Neulasta not Lunasta. Concern is that six missed treatments due to Granix and not following oncologist's orders will increase likelihood of cancer coming back. Also the pain of 6 shots of Granix vs. Neulasta. Lab work will now be handled at AMC. (this was written by inmate DH RUDIN)

INVESTIGATING STAFF SIGNATURE <i>Anna Brown</i>	DATE 11/24/14	RESPONDENT SIGNATURE <i>Dialtermann en</i>	DATE 11/24/14
REVIEWER SIGNATURE <i>AMC</i>	DATE 11-25-14	RESULTS <input type="checkbox"/> SATISFACTORY <input checked="" type="checkbox"/> UNSATISFACTORY	

YOU HAVE THE RIGHT TO FILE A FORMAL GRIEVANCE. YOU MUST FILE A GRIEVANCE FORM WITH THE DESIGNATED STAFF WITHIN SEVEN (7) DAYS FROM THE DATE YOU RECEIVE THIS RESPONSE. FAILURE TO SUBMIT A GRIEVANCE WITHIN THIS TIME FRAME CONSTITUTES ABANDONMENT.

OFFENDER SIGNATURE <i>Connie Raybourn</i>	DATE 11-26-14
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VI

RECEIVED

OCT 28 2014

IRR - Raybourn, Connie
1166670-2B-205
10/18/14

STATE YOUR PROBLEM BRIEFLY:

8 days
In February, I underwent surgery for the removal of a cancerous tumor (Stage III) from my transverse colon. Dr. Corrado at the Audrain Medical Center was my surgeon. He asked why I had not had a colonoscopy, since I was 52 at the time. I told him that, ever since I turned 50, I had been asking for one when I had my "chronic care" appointments. The doctors, Kapur and Rice, both told me that unless I had blood in my stool, they would not give me one. However, there is a big poster in the med-line room which tells us to have a colonoscopy when we turn 50. Dr. Corrado assured me that, had I been given a colonoscopy, it would have detected the tumor, and that it had been growing for several years to reach that stage. Before my surgery, I was very sick, unable to stand, threw up everything I ate, couldn't have a bowel movement. I went to Sick Call and was told to drink more water, take my Tylenol, and exercise, then sent back to my housing unit. No diagnostic tests were done until, finally, a temporary doctor (?), Dr. Springer, had an x-ray done and said my colon was looking large/impacted. They had me drink some magnesium citrate (?) and I couldn't keep it down. I was sent back to the housing unit. Not much later, I was called to see my caseworker, Ms. Wilder. She told me I looked GRAY and made me take a wheelchair over to sick call again. I sat waiting for hours before being given another x-ray and was told to drink the magnesium citrate again. This time I was sent over to TCU to drink it. I threw up my bowel contents (looked like feces). Nurse Jane West went over to the toilet to dump the contents of the styrofoam cup. I told her "NO! Show it to the doctor!" She was the nurse who had previously told me I was just lazy and needed to walk more and drink more water. When the doctor saw what I had thrown up, she (Dr. Springer) went straight to Dr. Kapur and told him I needed to be in the hospital, that something was seriously wrong. She told me my urine test showed I was completely dehydrated. Nurse West put an IV in my arm (with no fluids) before I left in the DOC van for the hospital, I believe to make it appear that I'd been given fluids, which was not the case. When we reached the Audrain Medical Center, Dr. Corrado's staff told us we would have to go all the way to Jefferson City. However, when the doctor himself arrived, he said he would perform my surgery the next morning, because I told him I couldn't ride strapped in the wheelchair, all cuffed up, for another hour-and-a-half to Jefferson City. I was too far gone already. I should have been in an ambulance, with fluids in my IV, not a DOC van. The surgery was a colon resection, with about 5" removed, along with 19 lymph nodes, 2 of which showed cancer. I was told that I would have 12 sessions of chemotherapy to make sure all the cancer was gone. I started chemo on May 13. Before that, while in TCU here, my sutures tore open and I leaked bloody fluid all over the floor. I was not taken back to the hospital to repair the "hernia," and was told that the abcess needed to drain. This tear was just above my belly button. Soon after this, another huge tear opened up just beneath my ribs, about a foot across. It is now bulging out in a

7/10/16

RECEIVED

OCT 23 2014

IRR - Raybourn, Connie
1166670-2B-205
10/18/14
Page 2

giant painful hernia. No diagnostic tests have been done to determine the extent of the tear, but several nurses have felt it. I need to be seen by my surgeon, Dr. Corrado, for repair, before it becomes gangrenous.

Back to the chemotherapy. When I had my first chemo on May 13, October 14 would have been my last treatment (every 2 weeks). As of now, I have been unable to have five (5) treatments due to my white blood cell count being too low. Twice I have had to be placed in isolation. These delays in treatment are due to not being given the Neupasta, as prescribed by the oncologist. I was told by Dr. Kapur that DOC had changed its policy on Neupasta - that it was no longer "formulary." Instead, he substituted Granix. Instead of one shot of Neupasta, I was then required to have 5 or 6 shots of the Granix, one a day, in the stomach. This is much more painful being stuck so many times, and having the chest pain and diarrhea made it even moreso. Plus, the Neupasta shot lasts two weeks and doesn't taper off like the Granix does. Since switching to Granix, I've missed the following treatments: May 27, June 3, August 12, September 9 and October 7. Now I must have 2-1/2 months more treatment. Having my white blood count so dangerously low is life-threatening. I have no immune system to fight off even a cold. I consider the current situation to be deliberate indifference to my serious medical needs. The denial of Neupasta is delaying my treatment and interfering with the oncologists orders, a knowing failure to administer prescribed medication. I have also been scheduled to take Granix shots without having a blood test in between to see how they are affecting my count. I was told by the oncologist that regular blood testing must be done to see how many more shots are needed. This last treatment, my count was "critically high" according to the Cancer Center attendant, at 44,000. They went ahead and gave me chemo even though my count has not been stable. They told me not to have more Granix shots until a blood test warrants it. My most recent chemo was October 14, and that was number 7 out of 12. I still have 5 more to go.

Please allow the Neupasta shot for the remaining treatments? And please schedule me for diagnostic tests/repairs on my two hernias? During the PET scan I was told I have a cyst on my left ovary too. I'd like to know what's going on with that. Thank you.

IRR Response

To: Connie Raybourn #1166670

Institution: WERDCC

Grievance Number: WERDCC 14-363

Date of IRR: October 21, 2014

Your IRR has been received and reviewed as well as your medical record. The purpose of this review is to determine if medically necessary health care, as determined by your providers, has been provided to you. This assessment of your medical needs may differ from your personal desires.

Your concern is understood to be, you were originally started on Neulasta and your medication has been changed to Granix. You are requesting to be prescribed Neulasta because it is the only medication that will work.

Subsequent to review and investigation, Granix is the medication that is recommended as first line of therapy. This has been discussed with the specialist and at the present time will be continued. Labs are being sent out STAT to St. Mary's Audrain as ordered. This will make the process more consistent and efficient. The results will be available for review the same day.

In conclusion, your medical needs are being met and the physician will continue to monitor your condition. Granix will be continued to be given at this time.

If your medical condition changes, please address any concerns through the sick call process.

10/23/14
Date Received

11/24/14
Date of Response

Danielle Halterman RN, DON
Danielle Halterman, RN
Director of Nursing



STATE OF MISSOURI
DEPARTMENT OF CORRECTIONS
OFFENDER GRIEVANCE

GRIEVANCE NUMBER

WERDCC
14-363

IRR NUMBER

WERDCC
14-363

DATE FILED

DEC 12 2014

RECEIVED

INSTITUTION USE ONLY

Grievance Office WERDCC

OFFENDER LAST NAME

FIRST

DOC NUMBER

HOUSING UNIT

UNIT

INSTITUTION

Raybourn

Connie

1166670

2B

WERDCC

OFFENDER GRIEVANCE/REQUEST

Granix is still being used in spite of it being detrimental to my health, and in spite of oncologists' orders to use Neulasta. Oncologist was told Neulasta was not an option. Granix affects me in the following ways: Up to 7 injections (instead of one of Neulasta), which cause severe pain in the chest/sternum area, bleeding rectum during BM, bloody nose and gums/tongue, painful erosion of labia skin, pain at the injection site (stomach), severe diarrhea, dry mouth, lowers my immune system, placed in isolation because Granix does not rebuild my white blood cells/leukocytes adequately. Granix endangers my life by not lasting long enough (as Neulasta did), I'm susceptible to colds and germs in prison population, bleeding/platelets low

OFFENDER SIGNATURE

Connie Raybourn

DATE

12-2-14

SUPERINTENDENT RESPONSE

As supported - see attached

RECEIVED

JAN 09 2015

Grievance Office WERDCC

SUPERINTENDENT/SECTION HEAD

Tom Dunn, Dunn

DATE

12/17/14

You have the right to appeal this decision to a division director. You must file an appeal form with the grievance officer within seven (7) days from the day you receive this decision. Failure to submit an appeal within this time frame constitutes abandonment of the grievance.

☐ I ACCEPT THIS DECISION

☐ I APPEAL THIS DECISION

OFFENDER SIGNATURE

DATE

Grievance Response

To: Connie Raybourn #1166670

Institution: WERDCC

COPY

Grievance Number: WERDCC 14-363

Date of Grievance: 12-02-2014

Your Grievance has been received and reviewed as well as your medical record. The purpose of this review is to determine if medically necessary health care, as determined by your health care providers, has been provided to you.

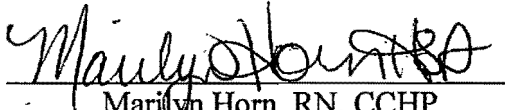
Your concern is understood to be that you are being given Granix instead of Neulasta. Dr. Bredeman has also reviewed your history and your medical file as well as Dr. Kapur. Dr. Kapur has been in close contact with Dr. Waheed the oncologist that assists with your care. You have almost completed the chemo therapy treatment plan. Granix and Neulasta ^{are} exactly the same medication other than the Granix must be given daily. You have received your chemo on time except for a few short delays. There was a delay in Cycle 6 and 8 due to low neutrophil counts, both of which were delayed to allow your neutrophils to recover. Cycle 7 was held at your requests (2 weeks). Cycle 11 was delayed because of low platelets, which is a problem that neither Granix or Neulasta would solve. I understand the side effects that you are experiencing are related not only to the medication but also may be related to the chemotherapy.


In conclusion, this response should solve your grievance. Please continue to be an active member in your health care.

If your medical condition changes please address any concerns through the sick call process at your facility.

12/12/2014
Date Received

12/17/2014
Date of Response


Marilyn Horn, RN, CCHP
Health Services Administrator


Dr. Hari Kapur
Medical Director

2-375 (P)



STATE OF MISSOURI
DEPARTMENT OF CORRECTIONS
OFFENDER GRIEVANCE APPEAL

⑥

RECEIVED

GRIEVANCE NUMBER

WERDCC 14-363

DATE FILED

FEB 18 2015

OFFENDER NAME (LAST NAME, FIRST)

DOC NUMBER

11666670

INSTITUTION
Grievance Office WERDCC

WERDCC

REASON FOR APPEAL

Following are the dates I missed chemo treatments due to low neutrophil and/or platelet counts: May 27, Aug 12, Sept. 9, Oct. 7, Oct. 28 and Dec. 2. (all 2014)
The ONE Neulasta shot was given June 3, and 4 chemo treatments were completed without low counts. Then I was switched to Granix and started missing treatments. The pain and horrible side effects of Granix plus having to have multiple injections (This instead of one) - one a day - caused chest pain, vomiting, nausea and weakness/lethargy. The Neulasta required only one shot and had none of these side effects. I told Dr. Kapur I suffered from the Granix shots, and they weren't effective or long-lasting like Neulasta. He told Dr. Waheed that Neulasta "wasn't an option."

OFFENDER SIGNATURE

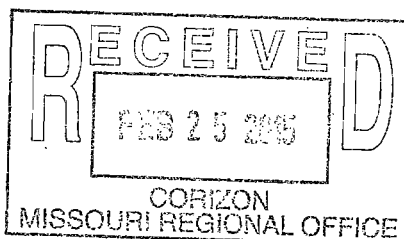
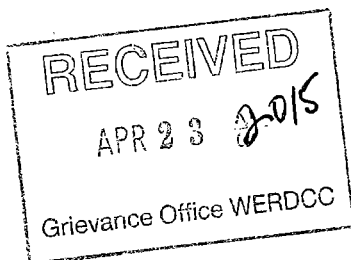
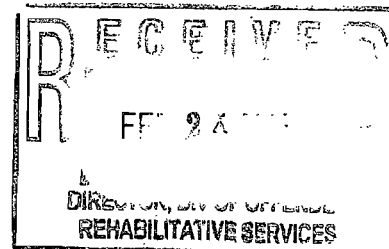
Connie Raybourn 11666670

DATE

2-7-15

RESPONSE

DELIVERED APR 07 2015



SIGNATURE

DATE

Finalization of this appeal represents exhaustion of this grievance pursuant to federal law, 28 CFRs 40

OFFENDER SIGNATURE

DATE

OFFENDER GRIEVANCE APPEAL RESPONSE

TO: Raybourn, Connie #1166670

INSTITUTION: Women's Eastern Reception & Diagnostic Correctional Center

GRIEVANCE NUMBER: WERDCC-14-363

DATE OF APPEAL: February 18, 2015

Your grievance appeal has been received and reviewed. As well, your medical record has been reviewed. The purpose of this review is to assure that timely and appropriate healthcare has been provided to you. This assessment of your medial needs may differ from your personal desires.

I understand your one original IRR complaint to be that you contend that due to receiving Granix, instead of Neulasta, there was a delay in receiving your chemotherapy.

Upon review of your medial record, grievance records and investigation of your concern, I found that you signed your Offender Grievance response on February 3, 2015 and did not file an Offender Grievance Appeal until after the seven day established time frame. Your record notes that you filed the grievance appeal on

February 18, 2015. This grievance is considered abandoned per policy and will not be answered based on the above information.

The "Offender Grievance Appeal" form was given to me on 2-3-15 (see upper-right-hand corner) and I filed it 2-7-15, 4 days later. See

Conclusion: Based on the above information, your grievance appeal is not supported, as outlined above. Your *date,* record shows appropriate care and treatment of your medial issues by licensed, qualified healthcare *CR* professionals with many years of experience. We rely upon the independent, discretionary medical judgment of the site providers to determine the needed care, medication, and treatment.

This should resolve your grievance. No further action is indicated at this time.

Should your medical condition change, please address any concerns through the sick call process at your facility.

02/25/2015
Date Received

04/06/2015
Date of Response

S Moeller
S. Moeller

COPY

T.K. Bredeman
Reviewed by/ Date
T.K. Bredeman, D.O., Assoc Regional Medical Director

Cc: File, H.S.A., Medical Director

STATE OF MISSOURI
DEPARTMENT OF CORRECTIONS
INFORMAL RESOLUTION REQUEST

INSTITUTION USE ONLY

☐ EMERGENCY COMPLAINT

OFFENDER NAME

Connie Raybourn

DOC NUMBER

1166670

DATE STAFF RECEIVED IRR

12-4-14

COMPLAINT NUMBER

14-410

CATEGORY

5

HOUSING UNIT

2B

COMPLAINT - ONE ISSUE - BE SPECIFIC

I have missed another chemo treatment because I'm not being given Neulasta. My platelets do not respond to the Granix. I have pain & bleeding.

STATE YOUR PROBLEM BRIEFLY

I hurt all the time - my bones ache; I have severe pain in my sternum; my nose, mouth and rectum are constantly bleeding. The Granix injection site aches. My oncologist ordered Neulasta and was told by Dr. Waheed Kapur that Neulasta "was not an option."

ACTION REQUESTED: STATE REMEDIES YOU ARE SEEKING

I want the Neulasta that my oncologist ordered. Granix has delayed my chemo treatments and caused undue pain and suffering & impaired immunity.

STAFF USE ONLY

DISCUSSION OF COMPLAINT (SUMMARIZE RESULTS OF MEETING)

Duplicate Complaint

☐ IRR RESOLVED BY DISCUSSION/WITHDRAWN☐ IRR NOT RESOLVED BY DISCUSSION

OFFENDER SIGNATURE

DATE

STAFF SIGNATURE

DATE

D. Hollerman RN

1/21/15

STAFF FINDINGS/RESPONSE

See response

RECEIVED

DEC 10 2014

INVESTIGATING STAFF SIGNATURE

DATE

RESPONDENT SIGNATURE

DATE

D. Hollerman RN

1/21/15

D. Hollerman RN

1/21/15

REVIEWER SIGNATURE

DATE

RESULTS

☐ SATISFACTORY☒ UNSATISFACTORY

[Signature]

1-5-15

YOU HAVE THE RIGHT TO FILE A FORMAL GRIEVANCE. YOU MUST FILE A GRIEVANCE FORM WITH THE DESIGNATED STAFF WITHIN SEVEN (7) DAYS FROM THE DATE YOU RECEIVE THIS RESPONSE. FAILURE TO SUBMIT A GRIEVANCE WITHIN THIS TIME FRAME CONSTITUTES ABANDONMENT.

OFFENDER SIGNATURE

DATE

Connie Raybourn

1-21-15

IRR Response

To: Connie Raybourn #1166670

Institution: WERDCC

Grievance Number: WERDCC 14-410

Date of IRR: January 12, 2015

Your IRR has been received and reviewed.

As per policy D5-3.2 this is a misuse of the offender grievance process which includes the filing of duplicate IRR's. Policy prohibits the filing of a complaint more than once by the same offender on the same issue that is currently being addressed or has already been addressed through the grievance process.

Please refer to Grievance 14-363. This issue has been addressed through the IRR and Grievance process.

At this time we will continue to monitor your condition and follow up as needed.

12/10/14
Date Received

01/12/15
Date of Response

D Halterman RN Dow
Danielle Halterman, RN
Director of Nursing



STATE OF MISSOURI
DEPARTMENT OF CORRECTIONS
OFFENDER GRIEVANCE APPEAL

5

RECEIVED

GRIEVANCE NUMBER

WERDCC 14-410

DATE FILED

MAR 4 2015

OFFENDER NAME (LAST NAME, FIRST)

Rauborn Connie

DOC NUMBER

1166470

INSTITUTION

Grievance Office WERDCC
WERDCC

REASON FOR APPEAL

This is not a duplicate IRR. It's purpose is to document the repeated use of an ineffective drug (Granix) that caused pain, failed to restore blood levels before next chemo treatments, put my life in danger (isolation required), etc. I am documenting each instance of various ways I suffered from Granix. My oncologist was told by Dr. Kapur that Neulasta was no longer an option, but I was told that, if the Granix continued to be ineffective, I would be given the Neulasta again. Critically low blood counts caused me to be rejected and sent back here when on outcounts for chemo treatments. The chemo nurses were upset over delays.

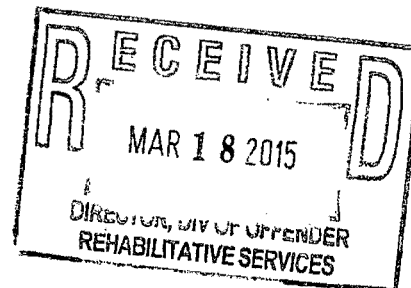
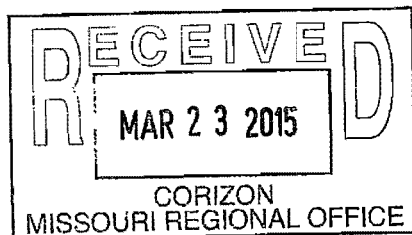
OFFENDER SIGNATURE

Connie Rauborn

DATE

3-4-15

RESPONSE



SIGNATURE

DATE

Finalization of this appeal represents exhaustion of this grievance pursuant to federal law, 28 CFRs 40

OFFENDER SIGNATURE

DATE

Grievance Response

To: Connie Raybourn #1166670

Institution: WERDCC

Grievance Number: WERDCC 14-410

Date of Grievance: 1-26-2015

Your Grievance has been received and reviewed as well as your medical record. The purpose of this review is to determine if medically necessary health care, as determined by your health care providers, has been provided to you.

This is a duplicate grievance. Please refer to grievance number 14-363.

As per policy D5-3.2 this is a misuse of the offender grievance process which includes the filing of duplicate grievances. Policy prohibits the filing of a complaint more than once by the same offender on the same issue that has currently been addressed.

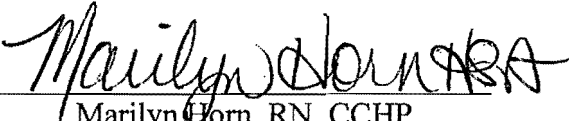
Since this time you have completed all of your cycles of chemo and will be followed up with the oncologists.


In conclusion, this response should solve your grievance. Please continue to be an active member in your health care.

If your medical condition changes please address any concerns through the sick call process at your facility.

02/10/2015
Date Received

02/19/2015
Date of Response


Marilyn Corn, RN, CCHP
Health Services Administrator


Dr. Hari Kapur
Medical Director

COPY



STATE OF MISSOURI
DEPARTMENT OF CORRECTIONS
OFFENDER GRIEVANCE

GRIEVANCE NUMBER

WERDCC
14-410

IRR NUMBER

WERDCC
14-410

RECEIVED

DATE FILED

FEB 03 2015

INSTITUTION USE ONLY

Grievance Office WERDCC

OFFENDER LAST NAME	FIRST	DOC NUMBER	HOUSING UNIT	UNIT	INSTITUTION
RAYBOURN,	CONNIE	1166670	2B		WERDCC

OFFENDER GRIEVANCE/REQUEST

Pursuant to Grievance #WERDCC 14-410 response dated January 12, 2015, which states "misuse of offender grievance process which includes the filing of duplicate IRR's", I assure you this is not the case. The purpose of these SIMILAR IRRs is to show that Corizon is "doggedly persisting in a course of treatment known to be ineffective." The Granix has proven, over and over, to not restore my leukocytes/WBC to normal levels in a timely fashion, unlike the Neulasta did, when I first began chemo treatments with it. The low WBC and leukocyte counts endanger my life EACH TIME because my immune system is critically impaired and I must be placed in isolation. Each time the Granix doesn't work, I was told that "if it doesn't work this time, we will switch you back to Neulasta." That never happened, even though I was repeatedly deemed critically low on my bloodcounts. Each separate incidence needs to be documented, therefore the SIMILAR IRRs. Neulasta was & was not an option.

OFFENDER SIGNATURE

DATE

1-26-15

SUPERINTENDENT RESPONSE

duplicate
chemo done

RECEIVED

FEB 10 2015

SUPERINTENDENT/SECTION HEAD

DATE

You have the right to appeal this decision to a division director. You must file an appeal form with the grievance officer within seven (7) days from the day you receive this decision. Failure to submit an appeal within this time frame constitutes abandonment of the grievance.

☐ I ACCEPT THIS DECISION

☐ I APPEAL THIS DECISION

OFFENDER SIGNATURE

DATE

**OFFENDER GRIEVANCE APPEAL
RESPONSE**

TO: Raybourn, Connie #1166670
INSTITUTION: Women's Eastern Reception and Diagnostic Correctional Center
GRIEVANCE NUMBER: WERDCC-14-410
DATE OF APPEAL: March 10, 2015

Your grievance appeal has been received and reviewed. As well, your medical record has been reviewed. The purpose of this review is to assure that timely and appropriate healthcare has been provided to you. This assessment of your medical needs may differ from your personal desires.

I understand your one original IRR complaint to be you contend that you are requesting your medication Granix to be discontinued and the medication Neulasta to be ordered.

Upon review of your medical record, grievance records and investigation of your concern, I found the medical staff at WERDCC has previously addressed this issue in WERDCC-14-363, this issue was responded to on April 6, 2015. Per the offender grievance policy D5-3.2, duplicate complaints: specific issues or incidents will be addressed only once by informal resolution request or offender grievance. See copy of that response. This is a duplicate complaint and will not be readdressed per MDOC policy.

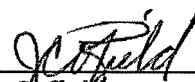
Conclusion: Based on the above information, your Grievance Appeal is not supported, as outlined above. Your record shows appropriate care and treatment for your medical issues by licensed, qualified healthcare professionals with many years of experience. We rely upon the independent, discretionary medical judgment of the site physicians to determine what care, medication and treatment is needed.

This should resolve your grievance. No further action is indicated at this time.

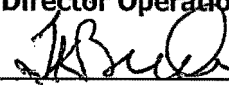
Should your medical condition change, please address any concerns through the sick call process at your facility.

March 23, 2015
Date Received

June 05, 2015
Date of Response



J. Coffield
Director Operations, Constituent Services



Reviewed by/Date
T. Bredeman, D.O. Assoc. Regional Medical Director

Cc: File, H.S.A., Medical Director



STATE OF MISSOURI
DEPARTMENT OF CORRECTIONS
INFORMAL RESOLUTION REQUEST

INSTITUTION USE ONLY

☐ EMERGENCY COMPLAINT

OFFENDER NAME

Ray, Dawn CONNTE

DOC NUMBER

1166670

DATE STAFF RECEIVED IRR

12-4-14

COMPLAINT NUMBER

14-411

CATEGORY

5

HOUSING UNIT

2B

COMPLAINT - ONE ISSUE - BE SPECIFIC

I am facing the risk of harm (cancer coming back) due to the deprivation of prescribed medication. Missed (7) seven chemo treatments due to low blood counts.

STATE YOUR PROBLEM BRIEFLY

Compromised immune system can be fatal, and I have been dealing with low leukocytes/WBCs since being switched from Neulasta to Granix. Critically low levels have caused me to be held in isolation, yet oncologist's orders for Neulasta have been ignored.

ACTION REQUESTED: STATE REMEDIES YOU ARE SEEKING

Replace Granix with Neulasta.
Monetary damages for pain & suffering and prolonged treatment.

STAFF USE ONLY

DISCUSSION OF COMPLAINT (SUMMARIZE RESULTS OF MEETING)

Duplicate complaint

☐ IRR RESOLVED BY DISCUSSION/WITHDRAWN☐ IRR NOT RESOLVED BY DISCUSSION

OFFENDER SIGNATURE

DATE

STAFF SIGNATURE

DATE

D. Holman RN

1/21/15

STAFF FINDINGS/RESPONSE

See Response

RECEIVED

DEC 10 2014

INVESTIGATING STAFF SIGNATURE

D. Holman RN

DATE

1/21/15

RESPONDENT SIGNATURE

D. Holman RN

DATE

1/21/15

REVIEWER SIGNATURE

D. Holman RN

DATE

1-15-15

RESULTS

☐ SATISFACTORY☒ UNSATISFACTORY

YOU HAVE THE RIGHT TO FILE A FORMAL GRIEVANCE. YOU MUST FILE A GRIEVANCE FORM WITH THE DESIGNATED STAFF WITHIN SEVEN (7) DAYS FROM THE DATE YOU RECEIVE THIS RESPONSE. FAILURE TO SUBMIT A GRIEVANCE WITHIN THIS TIME FRAME CONSTITUTES ABANDONMENT.

OFFENDER SIGNATURE

Connie Rayhoun

DATE

1-21-15

IRR Response

To: Connie Raybourn #1166670

Institution: WERDCC

Grievance Number: WERDCC 14-411

Date of IRR: January 12, 2015

Your IRR has been received and reviewed.

As per policy D5-3.2 this is a misuse of the offender grievance process which includes the filing of duplicate IRR's. Policy prohibits the filing of a complaint more than once by the same offender on the same issue that is currently being addressed or has already been addressed through the grievance process.

~~Please refer to Grievance 14-363. This issue has been addressed through the IRR and Grievance process.~~

At this time we will continue to monitor your condition and follow up as needed.

12/10/14
Date Received

01/12/15
Date of Response

D. Halterman RN DOW
Danielle Halterman, RN
Director of Nursing



STATE OF MISSOURI
DEPARTMENT OF CORRECTIONS
OFFENDER GRIEVANCE

GRIEVANCE NUMBER

WERDCC
14-411

IRR NUMBER

WERDCC
14-411

DATE FILED

FEB 03 2015

INSTITUTION USE ONLY

Grievance Office WERDCC

OFFENDER LAST NAME

RAYBOURN,

FIRST

CONNIE

DOC NUMBER

1166670

HOUSING UNIT

2B

UNIT

INSTITUTION

WERDCC

OFFENDER GRIEVANCE/REQUEST

Again, this is NOT a duplicate IRR/Grievance. These are separate incidents and each cite a specific risk of harm to me. This one concerns how many chemo treatments I've missed due to my WBC/leukocyte levels not recovering due to Granix being substituted for Neulasta. The 8th Amendment specifically states that "Prison officials are deliberately indifferent to a prisoner's serious medical needs when they deny, delay or intentionally interfere with treatment." Because of the failure to administer Neulasta, as per oncologist's orders, my chemo treatments stretched out 50% longer than they should have taken, and my life was endangered each time my bloodwork showed critically low levels of platelets, WBCs and leukocytes. My oncologist was told Neulasta was not an option (but I was given it to start with and did great on it). Then I was switched to Granix and it was ineffective, painful and I had to have 5 to 7 injections instead of only 1 with the Neulasta. Granix caused chronic pain.

OFFENDER SIGNATURE

Connie Rayburn 1166670

DATE

1-26-15

SUPERINTENDENT RESPONSE

Duplicate
Chemo Completed

RECEIVED

FEB 10 2015

SUPERINTENDENT/SECTION HEAD

[Signature]

DATE

2/19/15

You have the right to appeal this decision to a division director. You must file an appeal form with the grievance officer within seven (7) days from the day you receive this decision. Failure to submit an appeal within this time frame constitutes abandonment of the grievance.

☐ I ACCEPT THIS DECISION

☐ I APPEAL THIS DECISION

OFFENDER SIGNATURE

DATE

Grievance Response

To: Connie Raybourn #1166670

Institution: WERDCC

Grievance Number: WERDCC 14-411

Date of Grievance: 1-26-2015

Your Grievance has been received and reviewed as well as your medical record. The purpose of this review is to determine if medically necessary health care, as determined by your health care providers, has been provided to you.

This is a duplicate grievance. Please refer to grievance number 14-363.

As per policy D5-3.2 this is a misuse of the offender grievance process which includes the filing of duplicate grievances. Policy prohibits the filing of a complaint more than once by the same offender on the same issue that has currently been addressed.

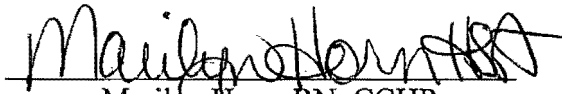
Since this time you have completed all of your cycles of chemo and will be followed up with the oncologists.

In conclusion, this response should solve your grievance. Please continue to be an active member in your health care.

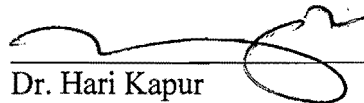
If your medical condition changes please address any concerns through the sick call process at your facility.

02/10/2015
Date Received

02/19/2015
Date of Response


Marilyn Horn, RN, CCHP
Health Services Administrator

COPY


Dr. Hari Kapur
Medical Director



STATE OF MISSOURI
DEPARTMENT OF CORRECTIONS
OFFENDER GRIEVANCE APPEAL

5

GRIEVANCE NUMBER

WERDCC 14-411

DATE FILED 3-4-15

Grievance Office WERDCC

DOC NUMBER

1166670

INSTITUTION

WERDCC

OFFENDER NAME (LAST NAME, FIRST)

Raybourn Connie

REASON FOR APPEAL

This is not a duplicate IRR. It specifically addresses the "DELAY in treatment" (chemo) caused by the substitution of Granix instead of the much more effective, Neulasta. The failure of Granix to restore my WBC count, leukocytes & platelet levels endangered my life each time by compromising my immune system. Having to be kept in isolation showed that Granix wasn't working. Neulasta stayed in my system for a long time, and I only needed one injection versus 5-7 of Granix. Granix injections had painful side effects, and didn't bring quick results. Many chemo treatments were missed/rescheduled due to Granix.

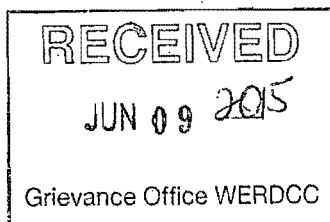
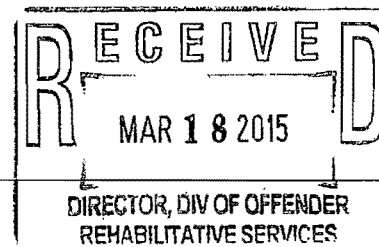
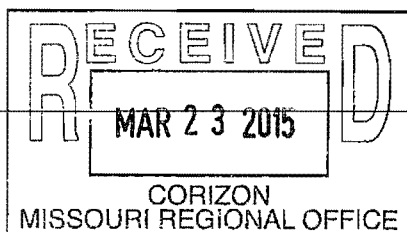
OFFENDER SIGNATURE

Connie Raybourn

DATE

3-4-15

RESPONSE



DELIVERED MAY 19 2015

SIGNATURE

DATE

Finalization of this appeal represents exhaustion of this grievance pursuant to federal law, 28 CFRs 40

OFFENDER SIGNATURE

DATE

**OFFENDER GRIEVANCE APPEAL
RESPONSE**

TO: Raybourn, Connie #1166670
INSTITUTION: Women's Eastern Reception and Diagnostic Correctional Center
GRIEVANCE NUMBER: WERDCC-14-411
Date of IRR: March 04, 2015

Your grievance appeal has been received and reviewed. As well, your medical record has been reviewed. The purpose of this review is to assure that timely and appropriate healthcare has been provided to you. This assessment of your medical needs may differ from your personal desires.

I understand your one original IRR complaint to be you are requesting to receive the medication Granix instead of Neulasta.

Upon review of your medical record, grievance records and investigation of your concern, I found the medical staff at WERDCC has previously addressed this issue in WERDCC-14-363, this issue was responded to on April 6, 2015. Per the offender grievance policy D5-3.2, duplicate complaints: specific issues or incidents will be addressed only once by informal resolution request or offender grievance. See copy of that response. This is a duplicate complaint and will not be readdressed per MDOC policy.

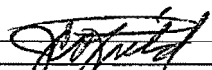
Conclusion: Based on the above information, your Grievance Appeal is not supported, as outlined above. Your record shows appropriate care and treatment for your medical issues by licensed, qualified healthcare professionals with many years of experience. We rely upon the independent, discretionary medical judgment of the site physicians to determine what care, medication and treatment is needed.

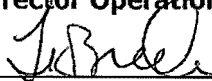
This should resolve your grievance. No further action is indicated at this time.

Should your medical condition change, please address any concerns through the sick call process at your facility.

March 23, 2015
Date Received

May 19, 2015
Date of Response


J. Corfield
Director Operations, Constituent Services


Reviewed by/Date
T. Bredeman, D.O. Assoc. Regional Medical Director

Cc: File, H.S.A., Medical Director

COPY



STATE OF MISSOURI
DEPARTMENT OF CORRECTIONS
INFORMAL RESOLUTION REQUEST

INSTITUTION USE ONLY

☐ EMERGENCY COMPLAINT

OFFENDER NAME Rayburn, Connie		DOC NUMBER 1764670	
DATE STAFF RECEIVED IRR 12-30-14	COMPLAINT NUMBER 14-429	CATEGORY 5	HOUSING UNIT 2B

COMPLAINT - ONE ISSUE - BE SPECIFIC

Unstoppable bleeding due to failure of Granix to restore platelets. Low platelet levels cause serious risk if cut.

STATE YOUR PROBLEM BRIEFLY

I got a paper cut at the library - wouldn't stop bleeding. I soaked several paper towels and the CO gave me a Bandaid that was immediately soaked. Bloodwork showed platelets were low. Granix shots are ineffective yet still being administered. Oncologist recommends Neulasta, not Granix.

ACTION REQUESTED: STATE REMEDIES YOU ARE SEEKING

I need Neulasta - it worked, the Granix doesn't. And the inability to clot endangers my life. Please review the number of missed chemo's due to poor blood (wbc) counts.

DISCUSSION OF COMPLAINT (SUMMARIZE RESULTS OF MEETING)

Duplicate Complaint

☐ IRR RESOLVED BY DISCUSSION/WITHDRAWN☐ IRR NOT RESOLVED BY DISCUSSION

OFFENDER SIGNATURE

DATE

STAFF SIGNATURE

DATE

STAFF FINDINGS/RESPONSE

Please see attached response

RECEIVED

JAN 05 2015

INVESTIGATING STAFF SIGNATURE

DATE

RESPONDENT SIGNATURE

DATE

REVIEWER SIGNATURE

DATE

RESULTS

☐ SATISFACTORY ☒ UNSATISFACTORY

YOU HAVE THE RIGHT TO FILE A FORMAL GRIEVANCE. YOU MUST FILE A GRIEVANCE FORM WITH THE DESIGNATED STAFF WITHIN SEVEN (7) DAYS FROM THE DATE YOU RECEIVE THIS RESPONSE. FAILURE TO SUBMIT A GRIEVANCE WITHIN THIS TIME FRAME CONSTITUTES ABANDONMENT.

OFFENDER SIGNATURE

DATE

IRR Response

To: Connie Raybourn #1166670

Institution: WERDCC

Grievance Number: WERDCC 14-429

Date of IRR: January 12, 2015

Your IRR has been received and reviewed.

As per policy D5-3.2 this is a misuse of the offender grievance process which includes the filing of duplicate IRR's. Policy prohibits the filing of a complaint more than once by the same offender on the same issue that is currently being addressed or has already been addressed through the grievance process.

Please refer to Grievance 14-363. This issue has been addressed through the IRR and Grievance process.

At this time we will continue to monitor your condition and follow up as needed.

01/05/15
Date Received

01/12/15
Date of Response

D. Halterman RN DON
Danielle Halterman, RN
Director of Nursing

STATE OF MISSOURI
DEPARTMENT OF CORRECTIONS
OFFENDER GRIEVANCE

GRIEVANCE NUMBER

WERDCC
14-429

IRR NUMBER

WERDCC
14-429

DATE FILED

FEB 03 2015

INSTITUTION USE ONLY

Grievance Office WERDCC

OFFENDER LAST NAME	FIRST	DOC NUMBER	HOUSING UNIT	UNIT	INSTITUTION
RAYBOURN,	CONNIE	1166670	2B		WERDCC

OFFENDER GRIEVANCE/REQUEST

This grievance pertains to an incident of low platelet levels/bleeding profusely from a simple paper cut. This is NOT a "duplicate" IRR. This showed how ineffective the Granix shots were, how they failed to restore my blood counts to safe levels, in a minimum period of time. At the very least, this incident shows how a compromised immune system and lack of a clotting factor could lead to death had there been a large cut instead of a small one. Again, Dr. Kapur told me that, "if the Granix didn't work this time, we would change back to the Neulasta." This was contradictory to what Dr. Kapur told my oncologist, Dr. Waheed, that "Neulasta was no longer an option." Apparently it was in certain circumstances. Dr. Waheed recommended/ordered Neulasta, but worked with Dr. Kapur since he was told Granix was the only option. In this case, the inability to CLOT endangered my life. Recommendation (Neulasta) from the outside hospital/cancer center were sidestepped/not followed.

OFFENDER SIGNATURE

Connie Raybourn

DATE

1-26-15

SUPERINTENDENT RESPONSE

Chemodone.
Duplicate

RECEIVED

FEB 10 2015

SUPERINTENDENT/SECTION HEAD

Tom Dunn

DATE

2/19/15

You have the right to appeal this decision to a division director. You must file an appeal form with the grievance officer within seven (7) days from the day you receive this decision. Failure to submit an appeal within this time frame constitutes abandonment of the grievance.

☐ I ACCEPT THIS DECISION☒ I APPEAL THIS DECISION

OFFENDER SIGNATURE

Connie Raybourn

DATE

Grievance Response

To: Connie Raybourn #1166670

Institution: WERDCC

Grievance Number: WERDCC 14-429

Date of Grievance: 1-26-2015

Your Grievance has been received and reviewed as well as your medical record. The purpose of this review is to determine if medically necessary health care, as determined by your health care providers, has been provided to you.

This is a duplicate grievance. Please refer to grievance number 14-363.

As per policy D5-3.2 this is a misuse of the offender grievance process which includes the filing of duplicate grievances. Policy prohibits the filing of a complaint more than once by the same offender on the same issue that has currently been addressed.

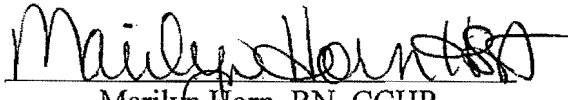
Since this time you have completed all of your cycles of chemo and will be followed up with the oncologists.

In conclusion, this response should solve your grievance. Please continue to be an active member in your health care.

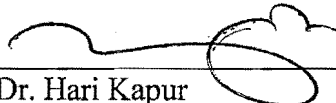
If your medical condition changes please address any concerns through the sick call process at your facility.

02/10/2015
Date Received

02/19/2015
Date of Response


Marilyn Horn, RN, CCHP
Health Services Administrator

COPY


Dr. Hari Kapur
Medical Director



STATE OF MISSOURI
DEPARTMENT OF CORRECTIONS
OFFENDER GRIEVANCE APPEAL

⑤

GRIEVANCE NUMBER

WERNCC 14-429

DATE FILED

3-4-15
Grievance Office WERNCC

OFFENDER NAME (LAST NAME, FIRST)

DOC NUMBER

1166470

INSTITUTION

WERNCC

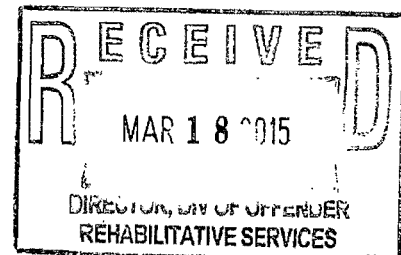
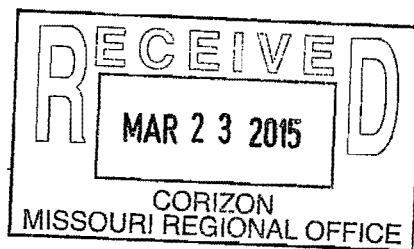
REASON FOR APPEAL

This is not a duplicate IRR. It specifically addresses the lack of platelets/clotting ability in my blood, which reflects the ineffectiveness of the Granix shots. If cut, my inability to stop bleeding would have been life threatening. Even as in this case, a small cut could not be stopped from bleeding without a tight bandage and holding it up above my head. That's how I could tell my platelets were critically low. Blood work should confirm this. I was tested. Granix shots clearly were sub-par and ineffective. I was told numerous times "if Granix doesn't work this time, we will switch back to Nevlasta instead." That never happened.

OFFENDER SIGNATURE

DATE

3-4-15

RESPONSE

SIGNATURE

DATE

Finalization of this appeal represents exhaustion of this grievance pursuant to federal law, 28 CFRs 40

OFFENDER SIGNATURE

DATE

**OFFENDER GRIEVANCE APPEAL
RESPONSE**

TO: Raybourn, Connie #1166670
INSTITUTION: Women's Eastern Reception and Diagnostic Correctional Center
GRIEVANCE NUMBER: WERDCC-14-429
DATE OF APPEAL: March 10, 2015

Your grievance appeal has been received and reviewed. As well, your medical record has been reviewed. The purpose of this review is to assure that timely and appropriate healthcare has been provided to you. This assessment of your medical needs may differ from your personal desires.

I understand your one original IRR complaint to be you contend that you are requesting the medication Granix to be discontinued and to receive the medication Neulasta.

Upon review of your medical record, grievance records and investigation of your concern, I found the medical staff at WERDCC has previously addressed this issue in WERDCC-14-363, this issue was responded to on April 6, 2015. Per the offender grievance policy D5-3.2, duplicate complaints: specific issues or incidents will be addressed only once by informal resolution request or offender grievance. See copy of that response. This is a duplicate complaint and will not be readdressed per MDOC policy.

Conclusion: Based on the above information, your Grievance Appeal is not supported, as outlined above. Your record shows appropriate care and treatment for your medical issues by licensed, qualified healthcare professionals with many years of experience. We rely upon the independent, discretionary medical judgment of the site physicians to determine what care, medication and treatment is needed.

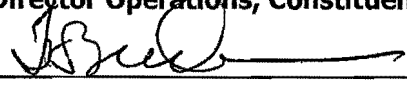
This should resolve your grievance. No further action is indicated at this time.

Should your medical condition change, please address any concerns through the sick call process at your facility.

March 23, 2015 June 05, 2015
Date Received Date of Response



J. Corfield
Director Operations, Constituent Services



Reviewed by/Date
T. Bredeman, D.O. Assoc. Regional Medical Director

Cc: File, H.S.A., Medical Director



12-24-14

STATE OF MISSOURI
DEPARTMENT OF CORRECTIONS
INFORMAL RESOLUTION REQUEST

EXHIBIT A-5

INSTITUTION USE ONLY

☐ EMERGENCY COMPLAINT

OFFENDER NAME RAY BROWN CONNIE		DOC NUMBER 116670	
DATE STAFF RECEIVED IRR 12-30-14	COMPLAINT NUMBER 14-430	CATEGORY 5	HOUSING UNIT 2B

COMPLAINT - ONE ISSUE - BE SPECIFIC

Oncologist's orders not being followed. Chemodrug, Oxyplatin (sp?) causes severe & painful cold sensitivity. Doctor ordered scarf, gloves & warm hat.

STATE YOUR PROBLEM BRIEFLY

Dr. Wakeed, my oncologist, told me the extreme cold sensitivity may last up to 18 months after chemo. I have knife-like pain in my face, neck, hands & feet. Can't drink cold liquids. My throat "closes up" in cold air making it difficult to breathe. Gloves & hats here are too thin.

ACTION REQUESTED: STATE REMEDIES YOU ARE SEEKING

Need an IAC/approval from DOC for parents to purchase "thermal" hat, gloves & scarf. We are evacuated at all hours for fire drills & alarms & must stand outside & freeze.

DISCUSSION OF COMPLAINT (SUMMARIZE RESULTS OF MEETING)

Not a medical issue - refer to "Custody/DOC"

<input type="checkbox"/> IRR RESOLVED BY DISCUSSION/WITHDRAWN		<input checked="" type="checkbox"/> IRR NOT RESOLVED BY DISCUSSION	
OFFENDER SIGNATURE Connie Ray Brown	DATE 1-21-15	STAFF SIGNATURE Lina Brown RN	DATE 01-20-15

STAFF FINDINGS/RESPONSE

Hat & gloves available on canteen.
Not necessary to have special gloves

RECEIVED

JAN 05 2015

INVESTIGATING STAFF SIGNATURE Lina Brown RN	DATE 01-20-15	RESPONDENT SIGNATURE Lina Brown RN	DATE 01-21-15
REVIEWER SIGNATURE [Signature]	DATE 1-8-15	RESULTS <input type="checkbox"/> SATISFACTORY <input checked="" type="checkbox"/> UNSATISFACTORY	

YOU HAVE THE RIGHT TO FILE A FORMAL GRIEVANCE. YOU MUST FILE A GRIEVANCE FORM WITH THE DESIGNATED STAFF WITHIN SEVEN (7) DAYS FROM THE DATE YOU RECEIVE THIS RESPONSE. FAILURE TO SUBMIT A GRIEVANCE WITHIN THIS TIME FRAME CONSTITUTES ABANDONMENT.

OFFENDER SIGNATURE Connie Ray Brown	DATE 2-13-15
--	-----------------

IRR Response

To: Connie Raybourn #1166670

Institution: WERDCC

Grievance Number: WERDCC 14-430

Date of IRR: December 30, 2014

Your IRR has been received and reviewed as well as your medical record. The purpose of this review is to determine if medically necessary health care, as determined by your providers, has been provided to you. This assessment of your medical needs may differ from your personal desires.

Your concern is understood to be, you are requesting special gloves, hat, and scarf.

Subsequent to review and investigation, your concerns have been reviewed by the physician and by administration and at this time it is not necessary for you to have any special gloves, scarf, or hat.

In conclusion, your medical needs are being met and the physician will continue to monitor your condition.

If your medical condition changes, please address any concerns through the sick call process.

01/05/2015
Date Received

01/22/2015
Date of Response

Danielle Halterman RN, DON
Danielle Halterman, RN
Director of Nursing



STATE OF MISSOURI
DEPARTMENT OF CORRECTIONS
OFFENDER GRIEVANCE

5

GRIEVANCE NUMBER

WERDCC
14-430

IRR NUMBER

WERDCC
14-430

DATE FILED

FEB 2015

INSTITUTION USE ONLY

Grievance Office WERDCC

OFFENDER LAST NAME	FIRST	DOC NUMBER	HOUSING UNIT	UNIT	INSTITUTION
RAYBOURN	CONNIE	1166670	2B-205		WERDCC

OFFENDER GRIEVANCE/REQUEST

On my last visit to my oncologist, his nurse, Kimberly, informed me that staff from WERDCC had called and "chewed her out" for sending the hat/scarf/gloves back with me (with doc's orders to have them). The oncologist knew all about my side effects from one of the chemo drugs, and considered my extreme cold sensitivity worthy of treatment by providing thermal outerwear. Outerwear that is commonplace on camp. I suffer from chronic and substantial pain due to the nerve endings in my extremities, and my throat spasms when exposed to cold air. Medical staff here "second guessed" Dr. Waheed, oncologist. Failure to let me have the prescribed outerwear could result in further damage to nerve endings. This is a serious medical need, as I am often walking between buildings and having to evacuate and stand outside for long periods. Partial spastic paralysis of my throat causes trouble breathing in cold. The oncologist's nurse was treated not as a specialist, but as a nuisance. Other patients got hats.

OFFENDER SIGNATURE

Connie Raybourn

DATE

2-13-15

SUPERINTENDENT RESPONSE

RECEIVED FEB 25 2015

RECEIVED FEB 24 2015

SUPERINTENDENT/SECTION HEAD

M. J. White, WSA Tom Dunn, WSA

DATE

4-9-15

You have the right to appeal this decision to a division director. You must file an appeal form with the grievance officer within seven (7) days from the day you receive this decision. Failure to submit an appeal within this time frame constitutes abandonment of the grievance.

☐ I ACCEPT THIS DECISION☐ I APPEAL THIS DECISION

OFFENDER SIGNATURE

DATE

Grievance Response

To: Connie Raybourn #1166670

Institution: WERCC

Grievance Number: WERCC 14-430

Date of Grievance: 2/19/15

Your Grievance has been received and reviewed as well as your medical record. The purpose of this review is to determine if medically necessary health care, as determined by your health care providers, has been provided to you. This assessment of your medical needs may differ from your personal desires.

Your concern is understood to be: you are requesting special gloves, hat, and scarf

Subsequent to review and investigation, the results are as follows: You were seen by Dr. Waheed on 2/23/15 for a post chemo follow-up. He noted you reported tingling in your fingers that is worse in the cold. In his list of recommendations he did not mention the necessity for special gloves, hat, or scarf.


In conclusion,

It appears your medical needs have been met. If your medical condition changes please address any concerns through the sick call process at your facility.

2/25/15
Date Received

4/6/15
Date of Response


Jenny Meehan, RN


Physician



STATE OF MISSOURI
DEPARTMENT OF CORRECTIONS
OFFENDER GRIEVANCE APPEAL

417150
RECEIVED

GRIEVANCE NUMBER

WERCC 14-430

DATE FILED

APR 28 2015

OFFENDER NAME (LAST NAME, FIRST)

DOC NUMBER

1166670

INSTITUTION Office WERDCC

WERCC

REASON FOR APPEAL

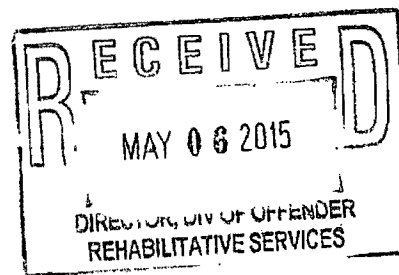
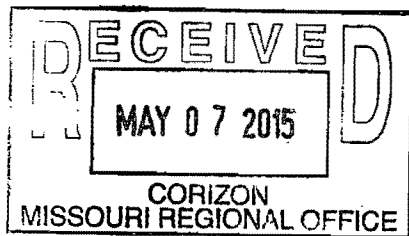
The hat/scarf/gloves sent back with me to the institution were accompanied by Dr. Wakeed's orders for me to have them. Based on his assessment of neuropathy (nerve damage) from chemo treatments. His orders were ignored/destroyed. Second-guessing orders from the attending oncologist, Dr. Kapur would not allow me to have the prescribed outerwear. My hair was almost gone. Other chemo patients were allowed to keep hats. I was told the scarf was a "strangulation hazard" even though canteen sells 6" extension cords! The doctor's orders said "medically necessary."

OFFENDER SIGNATURE

Connie Raybourn

DATE 4-22-15

RESPONSE



SIGNATURE

DATE

Finalization of this appeal represents exhaustion of this grievance pursuant to federal law, 28 CFRs 40

OFFENDER SIGNATURE

DATE

**Offender GRIEVANCE APPEAL
RESPONSE**

TO: Raybourn, Connie #1166670

INSTITUTION: Women's Eastern Reception and Diagnostic Correctional Center

GRIEVANCE NUMBER: WERDCC-14-430

DATE OF APPEAL: April 28, 2015

Your grievance appeal has been received and reviewed. As well, your medical record has been reviewed. The purpose of this review is to assure that timely and appropriate healthcare has been provided to you. This assessment of your medical needs may differ from your personal desires.

I understand your one original IRR complaint to be you contend that you are requesting special gloves, hat, and scarf.

Upon review of your medical record, grievance records and investigation of your concern, I found you were seen for a follow-up appointment/post chemo by Dr. Waheed on February 23, 2015. It is noted that you reported tingling in your fingers that was worse in the cold/weather. Your records do not reflect a recommendation by Dr. Waheed/oncologist for special gloves, hat or scarf. Please note an IOC approval from DOC is necessary. Should you have this issue during the upcoming winter, please notify the medical staff to be scheduled for evaluation. The above mentioned items, the hat and gloves may be purchased through the canteen, in the winter. Your record does not note a medical indication for special gloves at this time.

Conclusion: Based on the above information, your Grievance appeal is not supported, as outlined above. Your record shows appropriate care and treatment for your medical issues by licensed, qualified healthcare professionals with many years of experience. We rely upon the independent, discretionary medical judgment of the site physicians to determine what care, medication and treatment is needed.

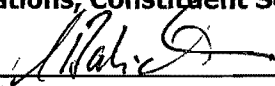
This should resolve your grievance. No further action is indicated at this time.

Should your medical condition change, please address any concerns through the sick call process at your facility.

May 07, 2015 August 11, 2015
Date Received Date of Response



J. Corfield
Director Operations, Constituent Services



Reviewed by/Date
T. Bredeman, D.O. Assoc. Regional Medical Director

Cc: File, HSA, Medical Director

IRR - Raybourn, Connie 1166670-2B-205
Re: Outerwear Issue
(Page 1 of 2)

On January 5, 2015, I was given a hat, scarf + glove set while at the Cancer Treatment Center (Ame) in Mexico, along with doctor's orders highlighted on the page. One of my chemo drugs, Oxypiantin (sp?) causes extreme cold sensitivity and nerve damage. When my throat (outer) is exposed to cold, my nerves spasm and block my airway, making it difficult to breathe. Also, knife-like stabbing nerve pain occurs in my fingers, toes, scalp and neck. The doctor informed me that this can last up to 18 months following completion of treatment. I have lost 60-70% of my hair, and when we are forced to evacuate (smoke alarms), we sometimes stand out in the cold for an hour or more. This is a serious and possibly life-threatening health risk for me because I can't breathe when my throat spasms due to cold. Col Woodrow was my escort on this

(Page 2 of 2) Raybourn 1166670

outcount/trip. When we arrived back at WERDCC she took the paper with the doctor's orders somewhere? She told me "might as well throw them in the trash - they (DOE) won't let you have them." On the trip to chemo, I told COI Woodrow about my extreme cold sensitivity and asked her to slide open the glass partition between the front & back so I could get some warm air. The bank sign on the way showed 1° Farenheit - it was freezing. COI Woodrow refused to open the slider and stated she couldn't because it was "policy." However, I've had 12 chemo treatments and no one has ever kept the partition closed, not even when only one CO escorted me. Considering my medical condition, this could have resulted in serious consequences. The cold sensitivity causes severe pain. Since COI Woodrow took my things, I have not heard where they went. I need them badly.

Jeremiah W. (Jay) Nixon
Governor



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George A. Lombardi
Director

State of Missouri
DEPARTMENT OF CORRECTIONS
Ad Excelleum Conamur - "We Strive Towards Excellence"

Inter-Office Communication

To: Raybourn, Connie #1166670

VS: WERDCC

Category- Property-loss of property

Log #: 15-18

Date: 01/16/2015

Your Informal Resolution request has been thoroughly investigated. You contend that on January 5, you were given a hat, gloves and scarf by your oncologist at the Cancer Treatment Center along with doctor's orders on your return paperwork for these items. However, they were taken upon your arrival back at the institution. You further state, that on this medical out count that the officer kept the security partition closed between you and that you were cold as a result.

Upon completion of this investigation, policy does not support your approval of the items given to you by the oncologist. IS 20-1.9 (8. States: "No personal property acquired on outcounts will be allowed upon returning from the outcount unless specified in institutional services procedures regarding offender transportation"). SOP 20-4.1 states "The back doors should be secured and the security screen window closed and locked." The institution has many offenders that are currently taking cancer treatments and special accommodations cannot be given to only one offender. Therefore, your IRR is denied.

Investigating Staff Signature Lindy W. Reddy CCMT Date 1-16-15

Respondent Signature Robert D. Smith 1-35312 Date 1/16/15

Reviewer Signature DM-1A Date 2-8-15

STATE OF MISSOURI
DEPARTMENT OF CORRECTIONS
OFFENDER GRIEVANCE

GRIEVANCE NUMBER

WERDCC
15-18

IRR NUMBER

WERDCC
15-48

DATE FILED

FEB 19 2015

Grievance Office WERDCC

INSTITUTION USE ONLY

OFFENDER LAST NAME	FIRST	DOC NUMBER	HOUSING UNIT	UNIT	INSTITUTION
RAYBOURN	CONNIE	1166670	2B-205		WERDCC

OFFENDER GRIEVANCE/REQUEST

I'd like to address the response I received which states: "...institution has many offenders that are currently taking cancer treatments and special accommodations cannot be given to only one offender." Glynnis Stewart suffered from hot flashes from chemo. She was allowed to take her personal fan to visits in the visiting room. Jane Voyles and Verna Jones, both chemo patients, were given special thermal hats on outcount and were allowed to keep them. Chemo has caused me to lose 70% of my hair, maybe more. I'm not allowed to keep my doctor-prescribed outerwear? Denial of proper clothing is intentional infliction of pain due to my extreme cold sensitivity. Nerve pain and trouble breathing while walking or standing in the cold can and will worsen my painful condition. The oncologist's nurse was "chewed out" for sending outerwear with doctor's orders back with me. Dr. Kapur ignored the oncologist's orders for thermal outerwear, second-guessing his medical orders for medical necessity.

OFFENDER SIGNATURE

Connie Raybourn

DATE

2-13-15

SUPERINTENDENT RESPONSE

All information in regards to your grievance has been reviewed. Your complaint is in regard to the removal of personal property acquired on a medical outcount. You are requesting to be allowed to wear the clothing items provided to you by Dr. Waheed.

This complaint is currently being addressed within WERDCC 14-430 [Medical complaint], and would be considered a duplicate or expanded complaint in accordance with D5-3.2 Offender Grievance.

Reports indicate that on 1/5/15 you were transported from WERDCC to a medical appointment with Dr. Waheed. During said appointment you acquired a hat, pair of gloves and scarf. These items were removed from your possession upon your return to WERDCC. The removal of said clothing items was in accordance with IS 20-1.9 Outcounts. Your retention would be a direct violation of department policy.

Reports further indicate that you currently possess gloves and headgear, which conform with policy. You may utilize these items for protections from the elements of weather.

Grievance Denied

SUPERINTENDENT/SECTION HEAD

Tom Dunn

32990

DATE

2-24-15

You have the right to appeal this decision to a division director. You must file an appeal form with the grievance officer within seven (7) days from the day you receive this decision. Failure to submit an appeal within this time frame constitutes abandonment of the grievance.

☐ I ACCEPT THIS DECISION☐ I APPEAL THIS DECISION

OFFENDER SIGNATURE

DATE



STATE OF MISSOURI
DEPARTMENT OF CORRECTIONS
OFFENDER GRIEVANCE APPEAL

GRIEVANCE NUMBER

WERDCC 15-18

DATE FILED

MAR 10 2015
3-4-15
Grievance Office WERDCC

INSTITUTION

WERDCC

OFFENDER NAME (LAST NAME, FIRST)

Raybourn Connie

DOC NUMBER

1166670

REASON FOR APPEAL

The outer wear provided by the oncologist was made of "thermal" material which retained heat and didn't allow wind or cold to penetrate. The hat & gloves I purchased here, from Canteen, are thin and ineffective in protecting against cold. Hat is knit and doesn't stop wind from penetrating. The gloves are very thin jersey cloth material which doesn't keep hands warm. After losing most of my hair, I get extremely cold. Other cancer patients here have been allowed to keep outer wear they were given on outcounts, but not me. Why? Mine had doctor's orders with them. The chemo meds caused extreme nerve pain due to cold sensitivity and the oncologist said it could last 18 months.

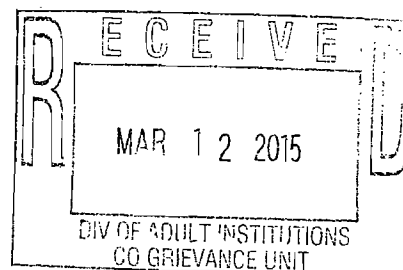
OFFENDER SIGNATURE

DATE

Connie Raybourn

3-4-15

RESPONSE



SIGNATURE

DATE

Finalization of this appeal represents exhaustion of this grievance pursuant to federal law, 28 CFRs 40

OFFENDER SIGNATURE

DATE